

# Terms of Reference

## Request for Quotations (RFQ)

**Appointment of a service provider to assist Agrément South Africa with Internet Connection, Firewall, Maintenance and Active Monitoring of 2 Fibre Lines (100 Mbps each with Load Balancing) at Hatfield Offices for 36 Months.**

RFQ Number	ASA 02/04/2026
Date of Issue	17 April 2026
Closing Date & Time	24 April 2026 @12:00pm <b>NO LATE SUBMISSIONS WILL BE ACCEPTED</b>
Submissions	<a href="mailto:procurement@agrement.co.za">procurement@agrement.co.za</a>

Supply Chain Management and Technical inquiries may be directed to:  
[procurement@agrement.co.za](mailto:procurement@agrement.co.za)

## 1. BACKGROUND

The Agrément South Africa Act was assented to by the Honourable President of the Republic of South Africa as Act No 11 of 2015 from 1 April 2017. Agrément South Africa was established as a Schedule 3A entity on 1 April 2017. The entity operates under a delegation of authority from the Minister of Public Works.

The main objectives are:

- To assure fitness-for-purpose of non-standard construction-related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardised construction-related products or systems in the local or international market.
- To support policymakers in minimising the risk associated with the use of non-standard construction-related products or systems; and
- To be an impartial and internationally acknowledged South African center for assessment and confirmation of fitness-for-purpose of non-standard construction-related products or systems.

## 2. INVITATIONS FOR PROPOSAL

Agrément South Africa extends an invitation for quotation from a service provider to provide maintenance and active monitoring of ASA's Internet connection, Firewall on the two (2) fibre lines (100mbps each with load balancing (NB: The 2 Fibre Lines must be from different ISPs)) into the ASA server Room for 36 months at the new offices at Hatfield, Infotech Building, 2nd floor, 1090 Arcadia Street, Hatfield, 0083. (NB: The 2 Fibre Lines must be from different ISPs)

## 3. SPECIFICATION

### Internet Connectivity, Firewall, and Network Monitoring Services

Agrément South Africa (ASA) hereby invites sealed quotations from suitably qualified and experienced service providers for the renewal of a maintenance contract for the provision of Internet connectivity support, firewall maintenance, and active network monitoring services.

#### 3.1 Scope of Services

The successful bidder will be required to provide ongoing maintenance, monitoring, and support services for ASA's network infrastructure, including but not limited to the following:

##### a) Internet Connectivity

- Support and maintenance of two (2) fibre optic Internet links, each with a minimum capacity of 100 Mbps
- Configuration and maintenance of load balancing across the two-fibre links to ensure high availability and redundancy
- Mandatory requirement: The two-fibre links must be provisioned from different Internet Service Providers (ISPs) to ensure resilience and business continuity

##### b) Firewall Services

- Maintenance, configuration, and support of ASA's enterprise firewall
- Continuous monitoring of firewall performance and security events
- Implementation of security updates, patches, and firmware upgrades as required
- Incident response support in the event of security breaches or network threats

##### c) Active Monitoring and Support

- 24/7 proactive monitoring of Internet links and firewall performance
- Fault detection, logging, escalation, and resolution
- Preventive maintenance to minimise downtime
- Provision of regular performance and availability reports

## 3.2. Service Level Requirements

The service provider must:

### 3.2.1. Internet Connectivity Services

- Provide two independent fibre internet connections, each with a minimum committed bandwidth of 100 Mbps
- Ensure the fibre links are provisioned via diverse routes and/or different upstream providers to reduce single points of failure
- Configure and support load balancing and automatic failover between the two-fibre links
- Guarantee an uplink and downlink availability of at least 99.9% per month (Submit reports of uptime, every Month and quarterly)
- Ensure latency, jitter, and packet loss remain within acceptable enterprise standards suitable for business-critical applications
- Provide statically assigned public IP addresses as required
- Ensure compliance with applicable ICT and telecommunications regulations in South Africa

### 3.2.2. Firewall and Network Security Services

The service provider must:

Supply, configure, and manage an enterprise-grade firewall solution (physical or virtual)

Implement and maintain advanced security features, including but not limited to:

- Stateful firewall inspection
- Intrusion prevention and detection
- Malware and threat protection
- Application control and traffic filtering
- Ensure firewall rule changes are managed through formal change control processes
- Maintain secure configurations aligned with best practice security standards
- Provide regular firewall configuration reviews and security updates
- Log and retain firewall logs in accordance with security and audit requirements

### 3.2.3. Active Monitoring and Management

The service provider must:

- Provide 24x7x365 proactive monitoring of both fibre links and firewall services
- Monitor link availability, bandwidth utilisation, performance, and error rates
- Detect and respond to faults or degradation before service impact occurs, where possible
- Automatically generate alerts for outages, performance thresholds, and security incidents
- Provide escalation procedures for major incidents and prolonged outages
- Maintain a Network Operations Centre (NOC) with defined support levels

### **3.2.4. Maintenance and Support**

The service provider must:

- Provide preventive and corrective maintenance for all supplied connectivity and firewall services
- Perform maintenance activities in agreed maintenance windows to minimise business disruption
- Communicate planned maintenance at least five business days in advance
- Obtain approval from Agrément South Africa for any changes impacting service availability
- Provide remote and on-site support where required
- Maintain up-to-date documentation of network topology and configurations

### **3.2.5. Incident Management and Response Times**

The service provider must adhere to the following minimum response and resolution targets:

#### **Severity 1 – Critical Service Outage**

- Response time: ≤ 30 minutes
- Resolution target: ≤ 4 hours

#### **Severity 2 – Major Service Degradation**

- Response time: ≤ 1 hour
- Resolution target: ≤ 8 hours

#### **Severity 3 – Minor Incident / Service Request**

- Response time: ≤ 4 business hours
- Resolution target: ≤ 2 business days

## 3.2.6. Reporting and Service Reviews

The service provider must:

Provide **monthly service performance reports** covering:

- Link availability and uptime
- Bandwidth utilisation
- Incidents and root cause analysis
- Security events and firewall activity summaries
- Conduct regular service review meetings with Agrément South Africa
- Provide recommendations for performance, security, and capacity improvements

## 3.2.7. Compliance and Governance

- Comply with Agrément South Africa ICT policies and security requirements
- Support audit, compliance, and governance activities as required
- Maintain confidentiality and data protection standards
- Ensure personnel involved in service delivery are appropriately skilled and certified

## 3.2.8. Service Continuity

- Ensure continuity of service during hardware failure, line failure, or provider outages
- Support disaster recovery and business continuity objectives
- Maintain redundancy for critical components supporting connectivity and security services

## 3.3. Contract Duration

The contract will be awarded for a period of thirty-six (36) months, subject to satisfactory performance and adherence to the agreed service levels.

## 4. SUBMISSION OF DOCUMENTS AND QUALIFYING CRITERIA

### 4.1 Submission of procurement documents

- National Treasury's Central Supplier Database (CSD) report. It must be noted that no contract with a service provider will be entered if such a service provider is not registered on the CSD,
- Completed and Signed Standard bidding documents, **SBD 4, and SBD 6.1.**
- Signed General Conditions of Contract.

### 4.2 Mandatory Requirements:

- Provide three (3) letters of reference from the public and/or private institutions which demonstrate having satisfactorily delivered on similar service
- Completed price schedule.

**NB: Failure to submit any of the above-requested mandatory documents on 4.2 will lead to disqualification**

## 5. Evaluation

### Phase 1 Technical evaluation

Bidders must indicate their compliance with the requirements by YES/NO in the box provided below. Failure to comply with the requirements below in the box will lead to the bidder being disqualified. below in the box will lead to the bidder being disqualified.

Item No	Requirement	Mark (YES/NO)
01	Internet Connectivity	
02	Firewall Services	
03	Active Monitoring and Support	
04	Service Level Requirements	
05	Internet Connectivity Services	

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06	Firewall and Network Security Services	
07	Active Monitoring and Management	
08	Maintenance and Support	
09	Incident Management & Response times	
10	Reporting and Services Reviews	
11	Compliance and Governance	
12	Service Continuity	

## Phase 2 Preference points calculation

Please note for acquisitions below or equal to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

80 points are allocated for price and 20 points will be awarded based on the specific goals.

Points for the price will be calculated for all shortlisted service providers in accordance with the following formula:

$$P_s = 80 \left( 1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

$P_s$  = Points scored for the price of the quotation under consideration

$P_t$  = Price of the quotation under consideration

$P_{\min}$  = Price of lowest acceptable quotation

Preference points for the specific goals will be allocated as follows:

NO.	SPECIFIC GOALS ALLOCATED POINTS	PREFERENCE POINTS ALLOCATION	SUPPORTING EVIDENCE TO BE SUBMITTED
1.	SMMES	10 points	- A B-BBEE certificate /sworn affidavit as supporting evidence / full CSD report

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2.	>50% Black female ownership	5 points	<ul style="list-style-type: none"> <li>- CSD report or</li> <li>- Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners</li> </ul>
3.	>50% Black youth ownership	5 points	<ul style="list-style-type: none"> <li>- CSD report,</li> <li>- Company registration certificate, as issued by the CIPC, clearly indicating the percentage shareholding of all owners, or</li> <li>- Identification Documentation of all owners</li> </ul>

The final points will be calculated as follows:

CRITERIA	WEIGHTING POINTS
Price	80
Specific goal	20
<b>TOTAL</b>	<b>100</b>

ASA also reserves the right to investigate the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

A recommendation for the award will then be formulated for approval by the relevant delegated authority.

## 6. TERMS OF CONTRACT AND SERVICE LEVEL AGREEMENT

Before the bid is awarded, the successful bidder shall be required to enter into a Service Level Agreement (SLA) with Agreement South Africa (ASA). The SLA shall form the contractual basis for the delivery of the service as well as how performance shall be measured.

Contract extensions are at ASA's sole discretion.

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## 7. PRICE SCHEDULE

Item no	Item Description	Total Price
01	Internet and Firewall Services for 36 months	R
02	Continuous Monitoring and maintenance of 2 Fibre Lines (100mbps Each with Load Balancing) into the server room (NB: The 2 Fibre Lines must be from different ISPs)	R
03	Support and Maintenance for 36 months	R
<b>TOTAL AMOUNT (EXCL VAT)</b>		<b>R</b>
<b>15% VAT</b>		<b>R</b>
<b>TOTAL AMOUNT (ALL INCLUSIVE)</b>		<b>R</b>

## 8. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

Considering the fees paid, the service provider expressly assigns to ASA any copyright in the work produced by the consultant under this contract. The consultant may not use, reproduce or otherwise disseminate or authorise others to use, reproduce or disseminate such works without prior consent from ASA.

## 9. FINAL APPROVAL

ASA reserves the right not to accept the lowest bid. ASA also reserves the right to reject any or all the proposals, and/or not to appoint any service provider at all.

## 10. PROCEDURE FOR SUBMISSION OF PROPOSALS

10.1 All proposals must be submitted electronically to [procurement@agrement.co.za](mailto:procurement@agrement.co.za).

10.2 Respondents must use the RFQ number as the subject reference number when

submitting their bids.

10.3 All documents submitted electronically via e-mail must be clear and visible.

10.4 All proposals, documents, and late submissions after the due date will not be evaluated.

**NB: NO HARD COPIES OR PHYSICAL SUBMISSIONS WILL BE ACCEPTED**

## **11. VALIDITY PERIOD OF PROPOSAL**

Each proposal shall be valid for a minimum period of **three (3) months** calculated from the closing date.

## **12. APPOINTMENT OF SERVICE PROVIDER**

12.1 The contract will be awarded to the bidder who scores the highest total number of points during the evaluation process, except where the law permits otherwise.

12.2 Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such an agreement, ASA reserves the right to appoint an alternative supplier.

12.3 Awarding of contracts will be announced on the National Treasury website, and no regret letters will be sent to unsuccessful bidders.

## **13. ENQUIRIES AND CONTACT WITH ASA**

**13.1** Any inquiry regarding this RFQ shall be submitted in writing to ASA at [procurement@agrement.co.za](mailto:procurement@agrement.co.za) with RFQ No: ASA 02/04/2026 "Appointment of a service provider to assist Agrément South Africa with Internet Connection, Firewall and Installation of 2 Fibre Lines (100mbps Each with Load Balancing) at Hatfield Offices for 36 Months" as a reference.

13.2 Any other contact with ASA personnel involved in this Quotation is not permitted during the RFQ process other than as required through existing service arrangements or as requested by ASA as part of the RFQ process.

## 14. MEDIUM OF COMMUNICATION

All documentation submitted in response to this RFQ must be in English.

## 15. COST OF PROPOSAL

Tenderers are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFP before submitting proposals. Each bidder assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. ASA is not responsible directly or indirectly for any costs incurred by tenderers.

## 16. CORRECTNESS OF RESPONSES

- 16.1 The bidder must confirm satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP. The prices and rates quoted must cover all obligations under any resulting contract.
- 16.2 The bidder accepts that any mistakes regarding prices and calculations will be at their own risk.

## 17. VERIFICATION OF DOCUMENTS

- 17.1 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. ASA will accept no liability concerning anything arising from the fact that pages are missing or duplicated.
- 17.2 Only one electronic copy of the proposal must be submitted via email to [procurement@agrement.co.za](mailto:procurement@agrement.co.za). If the bidder sends more than one proposal, the first submission shall take precedence, should it not have been recalled/withdrawn in writing by the bidder.

## **18. ADDITIONAL TERMS AND CONDITIONS**

- 18.1 A tenderer shall not assume that information and/or documents supplied to ASA, at any time prior to this request, are still available to ASA, and shall consequently not make any reference to such information document in its response to this request.
- 18.2 Copies of any affiliations, memberships and/or accreditations that support your submission must be included in the tender.
- 18.3 An omission to disclose material information, a factual inaccuracy, and/or misrepresentation of fact may result in the disqualification of a tender, or cancellation of any subsequent contract.
- 18.4 Failure to comply with any of the terms and conditions as set out in this document will invalidate the proposal.

## **18 ASA RESERVES THE RIGHT TO**

- 18.1 Extend the closing date.
- 18.2 Verify any information contained in a proposal.
- 18.3 Request documentary proof regarding any tendering issue.
- 18.4 Appoint one or more service providers, separately or jointly (whether they submitted a joint proposal).
- 18.5 Award this RFQ as a whole or in part.
- 18.6 Cancel or withdraw this RFQ as a whole or in part

## **19 DISCLAIMER**

This document is only a RFQ is a request for proposals only and not an offer document. Answers to this RFQ must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of this proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFQ. ASA makes no representation, warranty, assurance, guarantee or endorsement to the tenderer concerning the RFQ, whether with regard to its accuracy, completeness or otherwise and ASA shall have no liability towards the tenderer or any

other party in connection therewith.

## 20. POPIA

Protection of Personal Information - All bidders agree that personal information of people related to or linked with bidders or respondents to this request for proposals may be required to fulfil the requirements for submitting a bid. All bidders agree that the ASA may collect, keep and process such information provided that the aforesaid uses shall be for purposes of evaluating the bid submitted. Where the information is sought to be used for other purposes, further and specific consent shall be obtained.